GDIT

Weekly Report	Week Ending			Month		
	9/19/2020	9/12/2020	9/5/2020	Aug*	Jul*	Overall Total
Index						
# Indexes assigned (all metrics based on the workload assigned for the week)	1,120	988	1,013	5,393	4,127	12,355
# Indexes Complete	924	823	813	4,169	3,272	9,765
% Indexed Complete	82.7%	83.4%	80.3%	77.5%	79.6%	79.2%
# Indexes unreachable (Max Attempts)	196	165	200	1,224	855	2,590
% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	17.5%	16.7%	19.7%	22.8%	20.8%	21.0%
# Indexes Attempted calls (all completions + at least 1 attempt)	1,117	987	1,013	5,380	4,113	12,324
Average time from Index Received to Index Reached	0.14:02:54	1.03:54:27	2.07:31:44	2.12:37:07	3.08:01:58	2.12:02:40
Average Index Handle Time	0.00:14:26	0.00:13:26	0.00:12:28	0.00:12:58	0.00:14:12	0.00:13:32
% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	83.9%	76.9%	67.1%	63.0%	53.3%	62.7%
% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	99.5%	99.1%	99.1%	96.9%	98.4%
Contacts						
# contacts generated	1,329	1,228	1,351	9,292	6,901	19,658
# contacts generated per Index Complete	1.4	1.5	1.7	2.2	2.1	2.0
# contacts complete	1,182	1,116	1,220	8,440	6,353	17,909
% contacts complete	88.9%	90.9%	90.3%	90.8%	92.1%	91.1%
# contacts unreachable (Max Attempts + missing phone numbers)	147	112	131	852	548	1,749
% contacts unreachable (Max Attempts + missing phone numbers)	11.1%	9.1%	9.7%	9.2%	7.9%	8.9%
# contact attempted (all completions + at least 1 attempt)	1,329	1,228	1,351	9,292	6,901	19,658
Average Time from Contact Generated to Contact Reached	0.12:49:25	1.01:09:22	1.17:31:21	2.07:21:04	2.23:37:08	2.08:05:05
Average Contact Handle Time	0.00:14:24	0.00:11:58	0.00:09:01	0.00:10:37	0.00:13:59	0.00:12:05
% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	85.7%	76.6%	71.1%	69.2%	70.1%	71.2%
% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	91.8%	87.5%	81.4%	80.9%	82.4%	82.7%
Average Time from receipt of initial case name to full completion of all related contacts	0.19:12:12	1.13:55:41	2.08:14:20	2.21:56:51	3.18:14:32	2.23:32:56

*6 HOUR SPAN BETWEEN ATTEMPTS. THIRD ATTEMPT MADE ON THE SECOND DAY.